GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:333
ANSWERED ON:20.11.2002
POSTAL SERVICES IN GUJARAT
MANSINH PATEL;MANSUKHBHAI D. VASAVA

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of complaints regarding sub-standard postal services received during the last two years;

(b) the nature of complaints;

(c) whether any negligence on the part of the officers and employees have also come to the fore while inquiring into such complaints; and

(d) if so, the action taken by the Government against these negligence of employees and officers and the outcome of the action taken?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. S PASWAN)

(a) Number of complaints about sub-standard postal services received in Gujrat during the past two years are as under:-

Year	No. of complaints
2000-2001	542
2001-2002	445

(b) The complaints were mainly about delay in delivery of mails and payment of money orders, loss of articles, deduction of Income Tax at source, refusal of acceptance of telephone bills, shortage of revenue stamps & KVPs, irregular return and taxing of articles and misbehaviour of staff.

(c) Yes, Sir.

(d) In 27 complaint cases action against the erring officials was taken as per CCS(CCA) Rules 1965 and CCS(conduct) Rules 1964 depending on the gravity of offence with various kinds of punishment like issue of warning, censure, withholding of increment, suspension of officials, reduction in time scale of pay and reduction to lower grade.